

AZNET SLAs and Operations Scorecard - November 2007

Service Level Agreement	Target	SLA	SLA by Zone				Ticket Metrics		
			A	B	C	D	Ticket Count	Ticket Time	Average
CRITICAL SERVICE LEVEL									
Severity Level I (MTTR)	see 1.1	-9.11	-2.73	-6.36	0.00	0.00	2	6.89	3.44
Severity Level II (MTTR)	see 1.2	-80.45	-28.87	-38.01	-10.10	-3.47	17	38.55	2.27
Tier I Availability*	99.999%	99.991%					1	5.27	5.27
Tier II Availability*	99.99%	99.995%					13	20.25	1.56
Tier III Availability*	99.9%	99.997%					5	19.91	3.98
Tier IV Availability*	98%	100.000%					0	0.00	N/A
Site Chronic Problem	see 1.3	0							
PMO Escalation	see 1.4	0%					Ticket Count	# Missed	Average
STANDARD SERVICE LEVEL									
Severity Level 3 Tickets Responded to on Time*	100%								
Trouble Tickets Not Reopened	98%	98%							
Service Requests Not Ticket Reopened	98%	99%							
On-Time Completion of Services*	95%	89%							
On-Time Completion of Projects*	95%	TBD							
Time to Dispatch*	98%	53%							
SYSTEM SERVICE LEVEL									
	Sep	Oct	Nov						
Severity Level I	-3.55	-19.75	-9.11						
Severity Level II	-118.50	-85.61	-80.45						
Tier I Availability*	99.994%	99.987%	99.991%						
On-Time Completion of Service*	TBD	TBD	TBD						
On-Time Completion of Projects*	TBD	TBD	TBD						

Operations									
All Trouble Tickets by Type		Count	%	Avg. Time	Sev 1	Sev 2	Sev 3	Notes	
Legacy Voice		396	62%						
IPT		55	9%						
Data		123	19%						
Call Center		20	3%						
Security		42	7%						
Total		636	100%						
Volumes	Count	Notes	MAC Resolved				Count	%	
Activities Created	2323		Voice Hard MAC				633	41%	
Activities Resolved	2430		Call Center Hard MAC				16	1%	
% Resolved	105%		Hard MAC Subtotal				649	42%	
Requests for Information	Count	Avg. Time	Voice Soft MAC				609	39%	
Requests	237		Call Center Soft MAC				0	0%	
Total	237		PON Change (BILL)				3	0%	
Current Support		Count	Security (DRTC, SFWC, SPWR, SVPA, SVPD, SDUD, SDUA)				128	8%	
Seats Supported		39,583	Non Billable (911A,911D,NSOF,PRMN,NHRD)				31	2%	
Routers Supported		691	Soft MAC Subtotal				771	50%	
Monthly State-wide Hard MAC Allocation		659.72	T&M Labor Voice (LBV1, LBV2, LBV3, LBVQ, VAAL)				33	2%	
Monthly State-wide Soft MAC Allocation		3298.58	T&M Call Center (LBC1, LBC2, LBC3, LBCQ, CSUP, CDEV)				19	1%	
AZNET Support Desk ACD Stats		Count	%	T&M Data (LBD1,LBD2,LBD3,LBDQ)				19	1%
Offered		722		T&M Security (LBS1,LBS2,LBS3,LBSQ)				10	1%
Answered		668	93%	Equipment only (EQON)				25	2%
Terminated (voicemail)		35	5%	LVL1				31	2%
Abandon (hang-up)		19	3%	Misc. MAC Subtotal				137	9%
Avg. Time to Answer		16 sec.		Total				1557	100%

Notes (Sample)

- Delivered Security Report
- Delivered Inventory Plan
- Look into MAC allocation for month of August.